MAINTENANCE QUALITY SYSTEMS MANAGEMENT

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OVERALL DESCRIPTION:

This course provides the knowledge and tools to transform the maintenance function into a strategic contributor to operational excellence. Participants will learn how to develop, implement, and manage a robust Quality Management System (QMS) specifically designed for maintenance operations. By integrating best practices in quality assurance and reliability engineering, the program enables a shift from reactive maintenance to a proactive, data-driven culture of continuous improvement. These skills will help improve asset reliability, reduce operational costs, and establish a sustainable framework for long-term organizational success.

Course Objectives:

Upon completion of this course, participants will be able to:

- Implement a Quality Management System (QMS) tailored to maintenance processes and activities.
- Define and apply key quality assurance and control principles to maintenance tasks.
- Establish a framework for measuring and improving maintenance performance using relevant KPIs.
- Develop robust documentation and procedural standards to ensure consistent quality.
- Drive a culture of continuous improvement through effective leadership and training.
- Leverage maintenance data to identify systemic issues and prevent future failures.

Course Outline:

The Foundation of Quality in Maintenance
- Linking maintenance to business goals and profitability
- Core principles of quality management and their application in maintenance
- The role of reliability engineering in a quality-focused system
- An overview of ISO 9001 standards for maintenance documentation

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Course Outline:

Building the Quality System

- Developing and documenting standard operating procedures (SOPs)
- Establishing quality assurance and quality control checkpoints
- Designing an effective internal audit and inspection process
- Managing and controlling maintenance-related documents and records

Tools for Continuous Improvement

- Practical application of Root Cause Analysis (RCA) for defect elimination
- Using data analysis to identify trends and improve asset performance
- Implementing a corrective and preventive action (CAPA) program
- Introduction to Lean and Six Sigma principles for maintenance optimization

Leadership and Implementation

- Leading a cultural shift from reactive to proactive maintenance
- Training and engaging personnel on quality standards and procedures
- The role of leadership in fostering a culture of accountability and excellence
- Measuring the ROI and impact of a quality-driven maintenance system

WHO SHOULD ATTEND?

This course is essential for professionals who oversee or contribute to maintenance and operational reliability. This includes Maintenance Managers, Quality Managers, Reliability Engineers, Maintenance Planners, Asset Managers, and any leader seeking to improve the efficiency and effectiveness of their maintenance organization.

Course Methodology:

We utilize a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This training course will be conducted as a highly interactive workshop session. A variety of training methodologies will be used Before and during the course whenever applicable. Some of these methods are gamification, online pre-post test, role plays, self-assessment instruments, group exercises & case studies.